



CSDVRS, LLC
600 Cleveland Street, Suite 1000 – Clearwater, Florida 33755
VideoPhone: 727-431-9692 Voice: 727-254-5600 Fax: 727-443-1537

November 17, 2011

Via Email and U.S. Mail

Federal Communications Commission
Disability Rights Office/CGB
445 12th Street SW
Washington, D.C. 20554
Attn: Susan Kimmel, Deputy Chief

RE: Response to Informal Complaint
Case No.: 11-C00336934-SK
Complainant: [REDACTED]

Dear Ms. Kimmel:

This is in response to Ms. [REDACTED]'s informal complaint (11-C00336934-SK) submitted to the Commission under Section 225 of the Communications Act of 1934. The Commission's letter dated October 14, 2011 was received by ZVRS on November 16, 2011. In her complaint Ms. [REDACTED] contends that ZVRS ported her number (646-350-2699) from Sorenson without her permission.

ZVRS has no record of Ms. [REDACTED] or her number. That number has never been in ZVRS' system.

Clearly Ms. [REDACTED] was misled about whatever may have occurred with her number and access to VRS services. Regretfully, Sorenson on several occasions has wrongfully blamed ZVRS for their customers' problems in cases ZVRS had absolutely no involvement with the particular customer or their number. If Ms. [REDACTED] has a complaint, it should be brought against Sorenson for the misinformation they provided her.

Please do not hesitate to contact me should Ms. [REDACTED] or you have any follow up questions or concerns.

Sincerely,

/s/

Jeff Rosen
General Counsel
240-560-4396
jrosen@zvrs.com

cc: [REDACTED]



CSDVRS, LLC
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October 20, 2011

Via Email and U.S. Mail

Federal Communications Commission
Disability Rights Office/CGB
445 12th Street SW
Washington, D.C. 20554
Attn: Susan Kimmel, Deputy Chief

RE: Response to Informal Complaint
Case No.: 11-C00334569-SK
Complainant: [REDACTED]

Dear Ms. Kimmel:

This is in response to Ms. [REDACTED]'s informal complaint (11-C00334569-SK) submitted to the Commission under Section 225 of the Communications Act of 1934. In her complaint Ms. [REDACTED] contends that ZVRS ported her number without her permission. According to her complaint, Ms. [REDACTED] experienced an issue with her Sorenson VP200. A Sorenson trainer worked on her VP and informed her that ZVRS "stole" her number.

We investigated the number assigned to Ms. [REDACTED]'s VP with Level 3, a national numbering provider. They informed us that according to the numbering database, that number has always been owned by Sorenson. In other words, the number has always been with Sorenson, it has never been ported to or from anyone. ZVRS has no record of that number in its records.

Regretfully, Sorenson's trainer misinformed Ms. [REDACTED] about the issue with her VP.

Please do not hesitate to contact me should Ms. [REDACTED] or you have any follow up questions or concerns.

Sincerely,

/s/

Jeff Rosen
General Counsel
240-560-4396
jrosen@zvrs.com

cc:

